THE INTERVIEW PRACTICE LAB

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Structured practice for behavioural interviews

STAR Method Worksheet

Build five interview-ready stories in one sitting.

How to use this workbook

1 **Pick a story.** Choose a real experience for each of the 5 story types.

2 **Draft with STAR.** Situation, Task, Action, Result — keep each answer under 2 minutes.

3 **Refine the language.** Use "I" (not "we"), lead with the result, add one metric.

4 **Rehearse aloud.** Practice in the Lab or with a coach until the delivery is natural.

Worked example · Leadership

Prompt: "Tell me about a time you led a team through a difficult change."

SITUATION

In Q3 our support team was drowning — ticket volume had doubled after a product launch and CSAT had dropped from 92% to 78% in six weeks.

TASK

As team lead I was asked to stabilise CSAT above 90% within one quarter without adding headcount.

ACTION

I audited the top 20 ticket drivers, redesigned our triage into three tiers, wrote three macros that covered 60% of repeat questions, and paired each agent with a specialist for weekly coaching.

RESULT

Within eight weeks CSAT recovered to 94%, first-response time dropped 41%, and the model was rolled out to two other regions.

Why this answer lands

- Concrete numbers frame both the problem (78% CSAT) and the win (94%).
- Uses "I" not "we" — the interviewer hears ownership.
- Situation is short; most of the airtime is Action and Result.

Leadership Story

Prompt: Tell me about a time you led a team through a difficult change.

SITUATION

TASK

ACTION

RESULT

Teamwork Story

Prompt: Describe a time you had to collaborate with a difficult stakeholder.

SITUATION

TASK

ACTION

RESULT

Conflict Story

Prompt: Tell me about a disagreement you had with a colleague or manager.

SITUATION

TASK

ACTION

RESULT

Problem-solving Story

Prompt: Walk me through a complex problem you solved recently.

SITUATION

TASK

ACTION

RESULT

Failure & Learning Story

Prompt: Tell me about a time you failed. What did you learn?

SITUATION

TASK

ACTION

RESULT